



# Virtual Gateway

## Common Intake Newsletter

September 2008

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## Common Intake 4.3 is now LIVE...

Keep reading to learn more about the exciting upgrades!



## Common Intake Programs - Update

We are excited to inform you of the re-launching of several programs on the Virtual Gateway's Common Intake service! With the new release of Common Intake, eleven programs that had been temporarily suspended are once again available. So, the next time you create a Common Intake Application, in addition to MassHealth, Food Stamps, Women's Health Network, and Women, Infants, and Children, you will also be able to create applications for:

CC	Child Care	
CH	Services for veterans seeking inpatient, outpatient, or domiciliary care (Chelsea Soldiers' Home)	
HO	Services for veterans seeking inpatient, outpatient, or domiciliary care (Holyoke Soldiers' Home)	
BL	Services for individuals who are legally blind	
AS	Services for adults with mental retardation	
CS	Services for children with mental retardation	
VR	Vocational rehabilitation services	
CR	Case Management and Social Services for the Deaf and Hard of Hearing	
AT	Assistive Technology Services for the Deaf and Hard of Hearing	
EH	Home care services for elders or seniors	
DH	State-Aided Public Housing (pilot for select DHCD LHA and HAP providers only)	

Common Intake—what better way to easily create applications for up to fifteen programs at once! And as always, adding additional programs to an application typically generates only a few additional questions.

If you have questions or need additional information, feel free to contact Virtual Gateway Customer Service at 800-421-0938.

## Important Updates to Food Stamps Applications

Some important changes to the Food Stamp (FS) application process are now reflected in the online applications:

- Asset-related screens have been removed from the Virtual Gateway FS application
- Asset questions have also been removed from the FS screening tool

As of June 9, 2008, the Department of Transitional Assistance (DTA) eliminated the asset test for FS eligibility for most applicants. This change has had a positive impact on many vulnerable Massachusetts households, particularly households with elderly and disabled members, by further simplifying the application process.



**Important:** All FS households seeking expedited service must continue to be asked about assets, although proof of asset information will not be required. In addition, certain households will still be required to provide asset information and proofs including:

- Members disqualified for fraud or failure to comply with FSP rules.
- Elder (age 60 or over) or disabled households with gross income over 200% of the poverty level.

DTA staff will identify these households as part of the application process.



*For full details, click [here](#) to access the DTA Asset Elimination notice from DTA!*

## MassHealth and Vital Stats

As you may know, Massachusetts requires applicants who claim to be U.S. citizens or nationals to provide acceptable documentation of their citizenship and identity. Effective September 6, 2008, MassHealth, with permission from an applicant/member, will institute an automated match process with the Massachusetts Department of Public Health Registry of Vital Records and Statistics (RVRS) to certify citizenship for a Massachusetts-born applicant or member. To facilitate this, the Health Insurance and Assistance Programs portion of Virtual Gateway's Common Intake application will begin collecting additional information from applicants and members who grant permission.



*For full details, click [here](#) to access the MassHealth 4.3 Announcement notice from MassHealth!*

## Are You "In the Know"?

You can be! Read the newly released Virtual Gateway 2007 Annual Report to learn about what has been going on with Common Intake and other services on the Virtual Gateway over the last year! Simply visit [www.mass.gov/vg](http://www.mass.gov/vg) and look for the Virtual Gateway Annual Reports link!



## Contact Us



Virtual Gateway Customer Service is here to assist you!

800-421-0938

617-988-3301 (TTY)

8:30 AM to 5 PM, Monday - Friday